

Hours Not Worked Emergency Medical Services



KPI Owner: Jordan Mudd

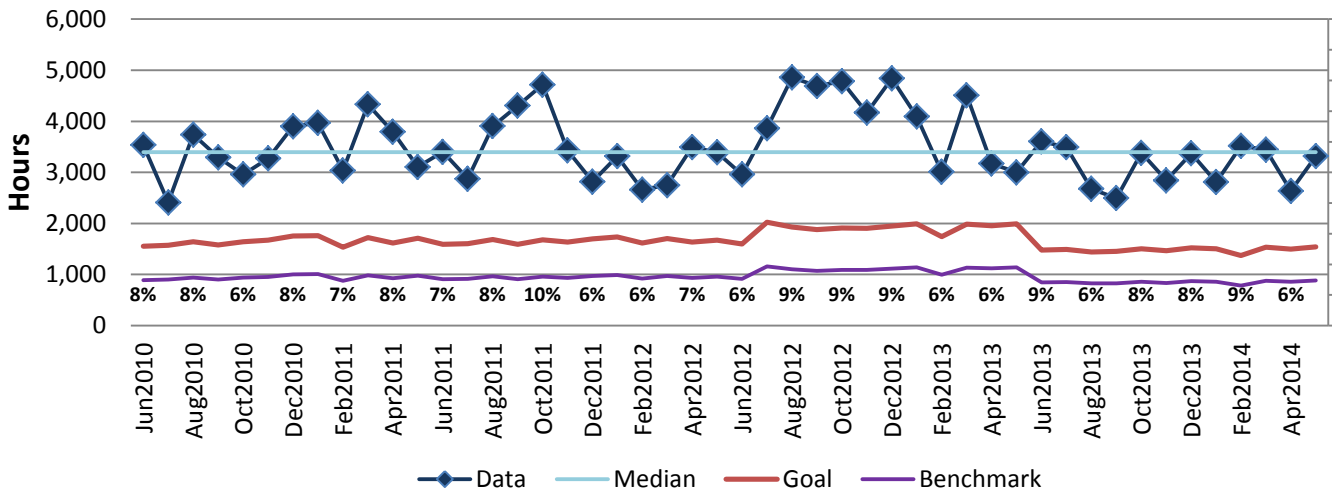
Process: Time and Attendance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY13 - 39,660 hours; 3,308 hours avg/month or 7% of the total hours earned in a month		Data Source: PeopleSoft Pay Time	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: Reduce the Hours Not Worked to 3.5% of the total hours earned in a month		Goal Source: Dept Mgmt Team	Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays)		
Benchmark: 2%		Benchmark Source: Bureau of Labor Stats	Why Measure: Better understand culture impact on employee attendance		
			Next Improvement Step: Reduce lost time injuries and continue monitoring sick leave usage.		
How Are We Doing?					
Jun2013-May2014 12 Month Goal	Jun2013-May2014 12 Month Actual		May2014 Goal	May2014 Actual	
17,823	37,597		1,544	3,317	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Jun2013-May2014 Pareto Analysis

